

|                                   |                                       |   |             |
|-----------------------------------|---------------------------------------|---|-------------|
| <b>Notice of References Cited</b> | Application/Control No.<br>09/964,045 | Applicant(s)/Patent Under Reexamination<br>GREENE, SCOTT R. |             |
|                                   | Examiner<br>Lewis A. Bullock, Jr.     | Art Unit<br>2127  | Page 1 of 1 |

**U.S. PATENT DOCUMENTS**

| * |   | Document Number<br>Country Code-Number-Kind Code | Date<br>MM-YYYY | Name                 | Classification |
|---|---|--|-----------------|----------------------|----------------|
|   | A | US-5,889,956                                     | 03-1999         | Hauser et al.        | 709/226        |
|   | B | US-5,682,530                                     | 10-1997         | Shimamura, Nobuaki   | 718/104        |
|   | C | US-6,333,936                                     | 12-2001         | Johansson et al.     | 370/449        |
|   | D | US-6,351,734                                     | 02-2002         | Lautzenheiser et al. | 705/8          |
|   | E | US-  |                 |                      |                |
|   | F | US-  |                 |                      |                |
|   | G | US-  |                 |                      |                |
|   | H | US-  |                 |                      |                |
|   | I | US-  |                 |                      |                |
|   | J | US-  |                 |                      |                |
|   | K | US-  |                 |                      |                |
|   | L | US-  |                 |                      |                |
|   | M | US-  |                 |                      |                |

**FOREIGN PATENT DOCUMENTS**

| * |   | Document Number<br>Country Code-Number-Kind Code | Date<br>MM-YYYY | Country | Name | Classification |
|---|---|--|-----------------|---------|------|----------------|
|   | N |  |                 |         |      |                |
|   | O |  |                 |         |      |                |
|   | P |  |                 |         |      |                |
|   | Q |  |                 |         |      |                |
|   | R |  |                 |         |      |                |
|   | S |  |                 |         |      |                |
|   | T |  |                 |         |      |                |

**NON-PATENT DOCUMENTS**

| * |   | Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)  |
|---|---|--|
|   | U | Leonard, David C. "Understanding and managing conflict in a technical communication department." Technical Communication. February 1993. |
|   | V | Matthews, Linda M. et al. "Goal selection in a simulated managerial environment." Group & Organization Management. December 1994.        |
|   | W |  |
|   | X |  |

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.